
Department of Public Health

In 2004, the Department of Public Health established the **Virtual Children’s Health Bureau**; its mission is to protect the health and safety and promote wellness of Connecticut’s children by enhancing communication, collaboration, efficiencies and supporting joint projects between branches, sections, and child health programs at the Department. The Virtual Children’s Health Bureau identified a need to strengthen and improve the emergency response plans of child care programs by developing emergency planning procedures for child day care and youth camp facilities statewide, including the coordination of the Department’s distribution of potassium iodide tablets to child day care facilities and youth camps in the ten mile emergency planning zone around Millstone. Most recently, the work group developed an Emergency Planning Guide in a flip chart easy access format in both English and Spanish for child care providers which was distributed to 4,262 licensed providers, and that has been recognized by DEMHS for its usefulness in planning a response during the first 30 minutes of an emergency event.

- Laurie Audette
- Julie Boscarino
- Peggy Freidenfelt
- Venisa Ruff
- Nakesha Scrivens
- Kevin Sullivan
- Scott Szalkiewicz

Department of Revenue Services

Department of Revenue Services’ **Teresa Munson Oulundsen** has worked in the Human Resources Department since 2007 and was faced with an interesting dilemma. The Information Services Division (ISD) was struggling to recruit and hire experienced IT staff for over a year. Because the conventional recruiting methods were not effective, Teresa made the suggestion to schedule a recruiting IT Open House at DRS. Teresa was in charge of advertising, scheduling space, updating meetings and creating a PowerPoint presentation for new recruits. Sixty-six individuals attended the open house and ISD was able to interview many qualified candidates and, in turn, hire five new ISD employees.

Southern Connecticut State University

Aimee Bonn has demonstrated remarkable dedication and work ethic in her position in Human Resources as well as to various noteworthy projects at Southern. She has been at the forefront of several initiatives including a new Work-Life page on the Human Resources website; Southern’s Work-Life Best Practices in Higher Education Conference, Administrative Professional’s Day, Southern on the Move, and many other collaborative programs. She has been working collaboratively with her peers from different departments across campus to build the momentum toward greatness in these areas.

The Southern Connecticut State University Office of Sponsored Programs and Research (SPAR) team stands as a primary example of strong work ethic, exceptional customer service and inspiring teamwork. SPAR was created to help foster research activity at Southern, as the university was evolving to focus more on creative activities, including funded scholarships. The team developed a number of effective formulas in achieving multi-pronged goals including deciphering request-for-proposals language, meeting tight deadlines, formulating budgets and filling out the appropriate paperwork.

The SCSU Office of Sponsored Programs and Research defines customer service with its success, efficiency, effectiveness and extraordinary devotion to public service.

- Vincenzo Cassella
- Delinda London Conte
- John Rochette
- Patricia Cubeta Zibluk, JD

Division of Special Revenue

Gail Tremblay is an Administrative Assistant for the Division of Special Revenue who possesses a unique ability that allows her to deal with all types of personalities, making her an invaluable employee. Her attitude with the public reflects well on the division and the state. She is efficient, hardworking and the epitome of professionalism. Gail has served on numerous charitable committees throughout the years and has volunteered many hours of her time outside of the agency to help those less fortunate. She continues to demonstrate her loyalty, dedication and continuing devotion to the division and the State of Connecticut.

Department of Veterans’ Affairs

Herbert Mitchell was nominated for the Governor’s Service Award for his unrelenting advocacy on the behalf of veterans. In his nomination, the example of Herb being instrumental in getting spousal benefits to a veteran’s widow is highlighted. “Herb was instrumental in getting the widow the spousal benefits she deserved. This money was integral to the widow being able to stay in the assisted living facility that had been their home for several years until graduating to a nursing home. Herb consistently went above and beyond in his efforts to help the couple in need. Herb not only fulfills our best hopes in a state employee but exceeds them in every way.”



The Governor’s Service Award

Connecticut State Capitol
Old Judiciary Room
September 17, 2010
10:00 a.m.

Governor M. Jodi Rell

Governor's Service Award

September 17, 2010

Awards Agenda

10:00 *Guests arrive*

10:05 *Welcome and introduction by Governor M. Jodi Rell*

10:10 *Governor presents awards*

Award Recipients

**Debbie Albers
Laurie Audette
Joan Arbusto
Mary Elizabeth Baran
Aimee Bonn
Julie Boscarino
Vincenzo Cassella
Edward Clancy
Delinda London Conte
Joseph Faryniarz
Donald Ferguson
Peggy Freidenfelt
Douglas Jowett
Carole Landry
Michelle Laramie
Rita Matozzo
Herbert Mitchell
Annette McGrath
Teresa Munson Oulundsen
Anita Pelletier
Lauretta Poirier
John Rochette
Lydia Roldan
Venisa Ruff
Nakesha Scrivens
Janet Shepard
Kevin Sullivan
Scott Szalkiewicz
Christine Tampellini
Gail Tremblay
Patricia Cubeta Zibluk
Carol Ziogas**

Board of Education and Services for the Blind (BESB)

The issue of making remote access available to all staff of the agency has been very problematic for several years. Screen readers for staff who are blind would not function with available technology. The team of **Michelle Laramie** and **Donald Ferguson** worked tirelessly to find a solution that has made it possible for all field staff of BESB, including staff who are blind, to gain access to case management information while in the field serving clients.

They researched and identified software and hardware solutions that would function with speech access software, handled the installation and testing of individual machines and worked with vendors of adaptive technology products to problem solve the issues encountered during testing. By using the remote access feature, staff are no longer bound to their desks to process case work activities. It is now possible to sit with a client in their home or place of employment, and actually process the request for rehabilitation aids that are needed on the job or for independent living.

Division of Criminal Justice

This team was nominated by an Animal Control Officer with the Department of Agriculture that has had frustrating experiences concerning animal cruelty. The nominator writes, "Since I have been working with **Mary Elizabeth Baran** and **Douglas Jowett**, I have seen how hard they work and have found them to be extremely professional. They are definitely on top of things and know their jobs. On more than one occasion Doug Jowett walked myself and a colleague to the court to meet with a judge and get a search warrant signed because he knew time was of the essence for the starving animals. Beth Baran made a personal visit on her own time to view the animals that had been abused in order to get a better understanding of the case she is prosecuting. Both individuals have given me their personal cell phone numbers to contact them with questions when they are off duty. I call that dedication! Based on their performance, I would strongly recommend them both to receive the Governor's Service Award. There are no two people more committed to their work than these two!"

Department of Developmental Services

For the past five years these employees have held a "silent auction" to raise money for the Connecticut State Employee's Campaign for Charitable Giving and for the individuals in the Department's Supported Living Program. Beginning in March, these very dedicated staff begin the process of planning for the October event. The enthusiasm and team spirit is quite a sight to see. This year the auction raised over \$13,000, and a total of almost \$75,000 over the past six years. They are worthy of this very prestigious award because of the amount of time and energy they put forth in planning for the event. Many staff reach into their own pockets to donate items for the auction, as well as work many man hours, outside of their on-duty hours, to ensure the success of the event. The staff feels a deep commitment to the citizens of Connecticut who benefit from the Campaign as well as to the individuals that they serve on a daily basis in the Supported Living Program.

**Debbie Albers
Annette McGrath
Carol Ziogas**

Department of Mental Health and Addiction Services

A client of the Department of Mental Health and Addiction Services wrote a glowing nomination for DMHAS' **Janet Shepard**. The client was being denied important therapy services and was in need of support and assistance. Ms. Shepard advocated for her client, kept her informed of her progress, and got her the care she deserved.

In her nomination the client wrote, "Her continued efforts and support helped me get through a very difficult and stressful time. I hope you know what a wonderful person Janet is."

Naugatuck Valley Community College

Professor Joseph Faryniarz has been teaching at Naugatuck Valley Community College (NVCC) for nearly three decades. His passion for his field of environmental science, teaching, learning, and the essence of the community college experience has continued to inspire not only students but his colleagues as well. His outstanding achievements include inspiring students inside and outside of the classroom, his creativity, and continued and repeated excellence in products and services to customers and the community. To make students' learning experiences better, Joe created and runs a science lab and has created several new science courses. Joe is heavily involved in student activities including serving as the advisor for the Agro-Bio Club. These are just a few examples of Joe's commitment to his students and community. Joe has earned the respect of the administration, his colleagues, and most importantly the customers served at the college. Like a point guard on a basketball team, he makes everyone around him better.

NVCC's **Lauretta Poirier's** dedication and commitment to servicing students, customers, visitors, and staff goes above and beyond on a daily basis. She is gracious and determined to meet their needs, answer their inquiries, and solve their problems. She is steadfast in her dedication to meet her goal; that no call goes to voice mail and everyone gets individual attention. Her dedication continues with her outreach efforts to our customers in Community and Economic Development with her creativity in marketing our courses to past and current students. She takes great initiative to research students through our Banner system and to recommend to our program coordinator staff exciting opportunities to reach out to the community and meet their professional and community education needs. She sets weekly sales goals for herself and most often meets them. She combines a unique sense of humor and a genuine interest in matching each student with the right course, even the most doubtful student. Lauretta is also the type of employee who goes out of her way to improve the public image of our department and the experience of our students.

With regard to NVCC's **Registrars Office**, their nominator writes, "I frequently visit the office and have observed all of the staff on numerous occasions. I am always impressed by the friendly, welcoming, and courteous way all of the staff greet and attend to the students. They are patient and communicate clearly, even when the students are upset and frustrated. They always display a high degree of tact and diplomacy. I believe that their behavior is a result of the professional atmosphere of the office. They set a high standard of student-centered service and their staff responds to their leadership and expectations. Even on the busiest days the office is neat and organized and the staff works well together to get all of their tasks completed. Given that this is one of the first places students visit at NVCC the appearance of the office makes a nice impression. It is obvious that everyone takes pride in their work environment because it is nicely decorated and the atmosphere is always welcoming.

**Joan Arbusto
Edward Clancy
Carole Landry
Rita Matozzo
Anita Pelletier
Lydia Roldan
Christine Tampellini**

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